

Minutes  
Human Services Commission  
Monday, February 2, 2004  
1:00 P.M.  
Paiute Neighborhood Center – Building 9  
6535 E. Osborn  
Scottsdale, AZ 85251

Present: Chairwoman Fausel, Vice-chair Bachmann, Commissioners Bitenc, Bilsens, Reid and Resnick

Absent: Commissioner Coudroglou

Staff Present: Connie James, Mark Bethel, Kathy Breen, Donna Brower, Dawn Cagan, Cindy Ensign, Vicki French, Beverly Johnson, Diane Kallal, Valerie Kime Trujillo, Rita Koppinger, Jack Miller and Mary Kay Rieke.

CALL TO ORDER

Chairwoman Fausel called the meeting to order at 1:00 pm. Commissioners introduced themselves for the benefit of the presenters.

APPROVAL OF MINUTES FROM JANUARY 22, 2004 MEETING

Commissioner Bilsens moved for approval of the January 22, 2004 meeting minutes; Commissioner Resnick seconded and the motion carried unanimously.

OVERVIEW OF CDBG AND HOME FUNDING PROCESS

Connie James, Human Services Director, quickly briefed the commission on the Earned Income Tax Credit packets that Valerie Kime Trujillo, Resource Development Specialist, created to mail out to agencies. To save time and postage, Ms. James asked that Chairwoman Fausel instruct the presenters to take a packet when they are finished with their presentations.

Mark Bethel, Community Assistance Manager, provided the Commission with an overview of the CDBG and General Funds Programs and the city's process for allocating funds with the following remarks:

Chairman Fausel and Members of the Human Services Commission,

This afternoon is the mid-point in a funding process that began in October with a pre-application orientation and that will end in July with the execution of a grant agreement with HUD and sub-recipient contracts with agencies for services and developments in the next fiscal year.

Scottsdale has a considerable history of working in partnership with non-profit providers of housing and human services to capitalize on the resources and passion that those agencies bring to the residents of this community. On behalf of the City and my staff, I would like to welcome and thank all of the presenters who are here this afternoon.

The process of preparing a funding recommendation to the City Council will be a difficult one-*as it is every year*. The funds available from CDBG non-housing activities and General Funds is \$390,000. This year we received requests for more than \$623,154. This year, *as in every year*, there are more legitimate needs for many times the amount of money that is available for allocation. There will be good applications for important services that will not be able to be funded. Your task will not be easy; but your responsibility is an important one. You need to have the opportunity to find out as much information as you need to be able to make your best recommendation to the City Council.

There are 23 presentations that have been scheduled for today. The applications were distributed to members of the commission two weeks ago. If the staff had questions or concerns that we felt the

commission should be aware of, we have gave that information to you already. We did not have questions of every application, but if we did, copies of these evaluation sheets were sent to the agencies as well so that they would have the opportunity to address these issues in writing before their presentation this afternoon. Many agencies did submit answers in advance; some did not, but should have their answers for you today.

In order for you to hear all of the presentations, we have asked the presenters to limit their presentations to three minutes. The commission may then take as long as they need to ask questions. As has been our custom, we will be using a timing light to remind presenters when their three minutes are up. Donna Brower is the timekeeper today. Thank you, Donna. If a presenter does not stop speaking shortly after the red light comes on, Donna will tap you on the shoulder. I will repeat this process during the day for those presenters who will be arriving later in the day. We will ask for the opportunity to repeat this reminder periodically during the hearing and after any breaks. Also when the presenters go up to the podium, please make sure to give your business card to Donna.

If members of the commission have any questions of staff this afternoon, we will answer them if we can, but we may need to reserve the right to do some research and send written responses prior to your next meeting.

Madam Chair, I would now like to turn the meeting back over to you, and if you could please read the Conflict of Interest Statement.

Chairwoman Fausel read the following Conflict of Interest Statement:

The Arizona Conflict of Interest laws are found in Arizona Revised Statutes Sections 38-501 through 38-511. They apply to public officers and employees of various public bodies and political subdivisions, including city boards and commissions, such as the Human Services Advisory Commission.

The statutes prohibit public officers and employees from engaging in certain types of activity or conduct, including participating in or voting upon contracts or other matters in which they, or a relative, have a substantial interest. A "substantial interest" is defined as "any pecuniary or proprietary interest, either direct or indirect."

In other words, if you as a Commission member, or a relative of yours, have a money or property interest that may be affected, either positively or negatively, by the action of the Commission, relating to a matter before it, you have a conflict of interest. You may not participate in nor vote upon any such matter. When you become aware of a conflict of interest, the law requires that you make that interest known on the official records of public agency, in this case the Commission minutes, and refrain from participating in any manner in such decision.

Does anyone wish to make known a conflict of interest, for the record, at this time? There was no stated conflict of interest.

#### PUBLIC HEARING ON PROPOSALS SUBMITTED FOR GENERAL, CDBG AND HOME FUNDING

##### **Public Services**

**Advocates for the Disabled, Inc., - Sherry Whitener, Executive Director**, presented the agency's request for \$12,000 for the Disability Claim Service. The service provides specialized intensive case-management to disabled, low-income people who are in the process of trying to obtain Social Security disability benefits and/or Supplemental Security income benefits due to their emotional and/or physical disability, which is severe enough to affect their ability to work. The services will serve 40 Scottsdale citizens, all of who are low to moderate-income.

Commissioner Bitenc asked how many Scottsdale residents, from the 40 in the application, would the agency serve. Ms. Whitener stated that in the 04/05 year, they will be able to bring in more clients, but there will still be those from last year that will carry over and won't need as much assistance. Commissioner Bitenc stated that the agency indicated they served 11 or 12 Scottsdale residents this year – what is the justification for the increase in clients? Ms. Whitener said, yes, as of November that was the number, but she said they are serving more clients now. Commissioner Bitenc asked how the units of service were measured. Ms. Whitener stated that 1 hour equals one direct hour of service. Commissioner Bitenc asked how many direct hours of service are provided in Scottsdale. Ms. Whitener states that, over the course of the whole year, it depends on what level the claim is at for each client. For example, some clients are at the first level, requiring weekly activity of 1 to several hours, but as the case moves up, for example at the hearing level, the client doesn't need as many resources or activity, so the hours of service decreases. Commissioner Bitenc asked how many hours of service the requested \$12,000 would provide. Ms. Whitener stated that she would speak with the agency's accountant to calculate that number and send the result to Diane Kallal.

*NOTE: Ms. Whitener sent a letter via FAX on 2/3/04 with the following answer: The accountant misunderstood the line item when doing the original budget that was submitted with the application. The monies under "building materials and equipment" should go under salaries, bringing that category to \$6,657.*

Commissioner Bilsens asked who else provides these services. Ms. Whitener stated that no one else provides the services that their agency does in the valley. There is an agency in Tucson, but they provide such services on a limited basis.

Mr. Bethel stated that the agency does not have an indirect cost allocation plan approved by HUD, and asked why the requested funds were being applied to overhead and indirect costs. Ms. Whitener stated that the accountant may have put those amounts in the wrong column and she will add the correction/explanation to the response she will send Ms. Kallal.

*NOTE: Ms. Whitener sent a letter via FAX on 2/3/04 with the following answer: Although it is difficult to put an actual number of direct units on each clients, the accountant pulled five City of Scottsdale residents information, which produced the following results: 61.49% of billable activity typically takes place during the first phase in working with clients; 29.37% takes place during the middle part and 9.14% during the final phase in preparing for case closure. It may take 6 months to several year to complete each case. Currently, the direct units come out to a cost of \$53.86 per unit, which comes out to a minimum of 223 units of service for the \$12,000 requested funds. The 40 clients will be at varying level of service, therefore, ore or less clients can be provided service, depending on their situation.*

Mr. Bethel asked about the \$2,000 line item for professional services. Ms. Whitener stated that the cases they have often times look at medical documentation and clients may need a psychological or medical evaluation, so they contract out for those services.

**American Red Cross, Grand Canyon Chapter – Sandra C. Martinez, Program Specialist**, presented the agency's request for \$10,000 for their "Flights to Safety" program, which provides 24/7 free and confidential emergency, urgent and routine transportation for victims of domestic violence and their children, who are fleeing their current violent situation to a shelter or safe haven arranged through DV STOP (the Chapter's safe, temporary overflow program) partnerships with DV shelters and agencies in Scottsdale and through out Maricopa County. The program will serve 700 Scottsdale and Maricopa County citizens, all that are low to moderate-income.

Commissioner Bitenc asked how many Scottsdale resident were transported last year. Ms. Martinez stated they transported 627 Scottsdale residents. Commissioner Bitenc asked how the service works. Ms. Martinez stated that when a client is fleeing a domestic violence situation, they often do not have funds, so the agency could help the client reach a contact person in any of the shelters in Maricopa

County. The shelter then contacts the agency and they pick the client up and take them to a shelter; she added that the agency also provides further transport for clients needs such as obtaining court orders of protection or their children.

Chairwoman Fausel asked, of the 700 domestic violence victims, could you give us an estimate of head of household or age ranges? Ms. Martinez stated that of the 700, every adult could be head of household or over 18, with an average of 1.5 children. Chairwoman Fausel asked what were the age groups of these children. Ms. Martinez said that they do not track specific age ranges per city they only track the gender. Chairwoman Fausel asked if they track the overall clients. Ms. Martinez said yes, but not by the city. Chairwoman Fausel asked of the estimated 700 in Scottsdale, does that include their children. Ms. Martinez said yes. Chairwoman Fausel said she would be interested in being a voice for those children, through programs such as Ready to Learn, as domestic violence affects these children the rest of their lives.

Commissioner Resnick asked if they are sure that the shelter where clients are transported can take them. Ms. Martinez said yes, the shelter caseworker makes the call to us when a client has been accepted.

Commissioner Reid asked if the service was 24 hours. Ms. Martinez said yes, office hours are from 8 to 5 PM, Monday through Friday and after those hours, caseworkers are on call 24 hours a day, 7 days per week.

**Big Brothers Big Sisters of Central Arizona – David Shank, Director of Grants**, presented the agency's request for \$15,000 for Scottsdale Mentoring, which will provide science-based prevention services through adult/child mentoring. The program will serve 30 Scottsdale citizens all that are low to moderate-income.

Commissioner Bilsens asked why they agency envisions that the number served will not increase for the next year. Mr. Shank stated that first, the number they can serve is based on the dollars that they have. Second, although they have increased their budget for 2005 by 6%, those funds will come from other sources. Commissioner Bilsens asked if the services are constrained by the budget. Mr. Shank said yes; the statistics tell us that there are over 100,000 in the valley that need assistance and we provide what we can. Mr. Shank added that one match for 1 year equals 1 unit of service or \$850. Commissioner Bitenc asked what was included in that amount. Mr. Shank said that they have 55 staff who screen and match clients, keep in contact monthly, as well as provide activities. He added that the staff is also provided work areas, supplies, etc.

Commissioner Bitenc asked how much time does the mentored child have with their mentor. Mr. Shank said that the child typically has 2-4 hours a day with their mentor 2-4 times per month.

**Boys & Girls Clubs of Scottsdale – Allison Bayless, Grants Manager**, presented the agency's request for \$22,000 for Operation Outreach. Operation Outreach provides safe, high quality, value-based educational, cultural, social and recreational programs to children of working families living in the Minnezona, Paiute, Belleview and Vista del Camino neighborhoods.

Commissioner Bilsens asked how many participants participate in the mentor program from the Big Brothers Big Sisters of Central Arizona. Ms. Bayless stated that they have collaborated with the Central agency in the past with the teen center, but currently are not working together. Commissioner Bilsens asked if the two organizations serve two different populations now. Ms. Bayless said yes.

Chairwoman Fausel asked what kind of events does the agency provide. Ms. Bayless said that they have hosted or co-hosted events such as holiday parties, health fairs and a Cinco de Mayo celebration. They also provide contacts for families, and are working on providing all of their marketing materials in Spanish.

Recently they participated in the Adopt A Family program during the holidays for the Paiute, Minnezona and Belleview neighborhoods, as well as a bicycle give a way.

Chairwoman Fausel asked what the retention rate was for staff at the agency. Ms. Bayless said that that is a commitment the agency has made, but there is still a low turn over rate. Chairwoman Fausel asked if that is full time or part time staff. Ms. Bayless said that they have two full time staff that are supported by a part time staff. Chairwoman Fausel said she would be interested in the percentage of the turnover. Ms. Bayless said she would get that figure to Mr. Bethel.

*NOTE: Ms. Bayless sent an email by FAX on 2/2/04 with the following answer: The outreach staff has a retention rate of 71% for the past three years. Two staff left after having babies, one left to work for the State Dental Association working with children's dental outreach programs and one left the country. Of those remaining, we have four with hire dates prior to 2001 and two with hire dates in 2000. The rest have been with the agency from two month to three years.*

**Central Arizona Shelter Services, Inc. (CASS) – Mark J. Holleran, CEO**, presented the agency's request for \$25,000 for their Vista Colina Developmental Childcare program. The funds will provide developmental childcare to infants through pre-school aged children living at the Vista Colina emergency Family Shelter. The agency estimates that it will serve 14 households from Scottsdale during the next year, all that are low to moderate-income.

Commissioner Bilsens asked how long children remain at the shelter. Mr. Holleran stated that typically, families could stay up to 90 days, with the average stay from 45 to 50 days. Mr. Holleran added that the request for funds is especially poignant now because the childcare subsidy provided by the state has disappeared, and most of their families are not covered unless they are child protective cases. Commissioner Bilsens asked, since these children have been traumatized, does the agency provide care, such as emotionally? Mr. Holleran said yes, the program is geared to child development and the clients that they see are all from homeless families that are dealing with multiple issues such as, behavioral health, substance issues, etc. Their first concern is to make sure the children have what they need and in a structured environment.

Vice-chair Bachmann asked if there were 14 households to be served in Scottsdale. Mr. Holleran said yes. Vice-chair Bachmann asked how many children are in these households. Mr. Holleran said 15 to 20 children. Mr. Holleran also said that the agency accepts families regardless of their size; last year they accepted families all over Maricopa County that had 500 children.

**Chrysalis Shelter for Victims of Domestic Violence, Inc. – Patricia Klar, Executive Director**, presented the agency's request for \$27,000 for the Scottsdale Crisis Shelter. The Chrysalis Scottsdale Crisis Shelter houses single women and women with children who are victims of domestic violence. Once admitted, each woman and her children may stay in the shelter for up to 90 days. Each overnight stay by an individual in the shelter is termed a bed night. With 24 beds and 6 cribs, the Scottsdale crisis shelter can provide up to 10,950 bed nights each year. In addition to shelter, a woman and her children receive individual, group and family counseling, case management, food, hygienic supplies and clothing if needed as part of her shelter experience. If granted, CDBG funds would be used to pay for 610 bed nights in the shelter. The shelter will serve 300 Scottsdale residents, all from low to moderate-income households.

**Community Information & Referral – Roberto Armijo, Executive Director**, presented the agency's request for \$10,000 for the Community Network for Accessing Shelter (CONTACS). This project will provide the toll-free, bilingual, 24-hour CONTACS Hotline. CONTACS is a specific hotline for victims of domestic violence and other homeless individuals. A homeless person or victim of domestic violence calls the call center where an operator gathers intake information. The call center operator has access to a computerized connection to a central database, which displays current bed availability of 66 homeless and domestic violence shelters in Maricopa County. The call center operator and the caller then

conference call the appropriate shelter to confirm available space and begin the specific screening and intake procedure of the shelter. The program will serve 1,500 Scottsdale residents, all from low to moderate-income households.

**FSL Programs (affiliate of Foundation for Senior Living) – Cathy De Lisa, Program Director and Jay Burkhardt, Program Manager**, presented the agency's request for \$5,000 for Adult Day Services Therapeutic and Restorative Health Programs. The Therapeutic and Restorative Health Program provides professional assessment, treatment and assistance necessary to restore, maintain and improve at-risk seniors and disabled adults' ability to perform activities of daily living – eating, dressing bathing and ambulating. The program will serve 46 Scottsdale residents, 15 that are from low and moderate-income households.

Commissioner Bilsens asked for a description of the relationship the agency has with Scottsdale Healthcare. Ms. De Lisa stated that it is a partnership that was established in July 2002, and the agency subleases space at Scottsdale Healthcare, who provide referrals and support. Commissioner Bilsens asked why Scottsdale Healthcare gave the program over to the agency. Mr. Burkhardt said that Scottsdale Healthcare wanted to focus on research and acute care. Commissioner Bilsens asked if Scottsdale Healthcare is outsourcing these services to the agency and Ms. De Lisa said yes.

Commissioner Bitenc asked about the 1/3 of clients that are low income and those that are covered by insurance. Ms. De Lisa said that there is a fee for service for those who don't qualify for funding sources, or have insurance and most of their clients are from low income.

Chairwoman Fausel asked if the agency works in collaboration with other organizations, such as the Alzheimer's Association. Ms. De Lisa said yes, they do have other partnerships established and will continue to work to form more.

Commissioner Bitenc asked if the agency's clients are disabled. Ms. De Lisa said, yes, seniors and any adults 18 and older with disability. Commissioner Bitenc asked what services the agency provides. Ms. De Lisa said nursing, social services, transportation, two hot meals, and a snack Monday through Friday. Commissioner Bitenc asked if the agency has several sources of funding for their services. Ms. De Lisa said that they are looking for funding for services not covered. She added that the program they are seeking funding for today is not funded by any other sources. Commissioner Bitenc asked if there is any indication that the program should be covered by other sources. Ms. De Lisa said yes, but it isn't currently covered.

Mr. Bethel stated that HUD regulations stipulate that funding for less than \$10,000, as is the case for this agency, is not fundable. However, the agency did indicate that they are willing to accept funds from other sources, such as Scottsdale cares.

Commissioner Bitenc asked how many Scottsdale Residents did the agency serve in the last year. Mr. Burkhardt said that last year they served approximately 55 Scottsdale resident and they have already surpassed that count this year.

**Homeward Bound – Brian Lotto, Grants Manager**, presented the agency's request for \$25,000 for Case Management and Employment Services. Case management and employment services will be provided to low-income Scottsdale families with dependent children. Homeward Bound provides intensive and comprehensive social services to facilitate these families in becoming self-sufficient and capable in maintaining safe, decent, and affordable housing upon completion of the program. At this time, 37 individuals reside in Scottsdale homes, and the agency expects to serve 60-70 individuals annually in Scottsdale, all from low to moderate-income households.

**Phoenix Shanti Group, Inc. – Keith Thompson, Executive Director**, presented the agency's request for \$10,000 for their HIV Housing program, which will provide supportive transitional and permanent

housing to homeless individuals and families infected with and affected by HIV disease which, in conjunction with the agency's behavioral health and education programs, is designed to address individual causes of homelessness and promote long-term residential stability. The program estimates that they will serve 5-8 persons who claim that their last permanent address was in Scottsdale, the program will serve 80-90 persons that are low to moderate-income.

Commissioner Bitenc asked how many Scottsdale residents would be served. Mr. Thompson said that there is a small percentage of homeless clients that have indicated that their last permanent residence was Scottsdale. Chairwoman Fausel stated the application indicated less than 10 Scottsdale residents and Mr. Thompson said yes.

Commissioner Bitenc asked if this agency houses only HIV positive clients. Mr. Thompson said yes, but the agency is also a licensed federal mental health agency, as many of the clients come from other providers with severe mental illness, substance abuse issues, in addition to HIV, and the agency also treats those issues. He added that the agency has recently expanded their rehabilitation center and have opened a second thrift store, which assists clients in finding long-term stability.

Commissioner Bilsens asked if the agency receives referrals from shelters and Mr. Thompson said yes.

**Save the Family Foundation (STF) – John Lamkin, Associate Director**, presented the agency's request for \$37,848 for Case Management and Supportive Services for Homeless Families with Children. Save the Family will provide case management and supportive services for homeless families with children referred from the City of Scottsdale. Save the Family has served nine families from Scottsdale so far this year. Each family receives comprehensive case management in finances, parental goals, counseling, and information and referral. Save the Family receives a number of its referrals from the Chrysalis shelter. The agency will serve 42 Scottsdale residents, all from low to moderate-income households.

Commissioner Resnick asked why, when the agency served only 10 people this year, and had predicted serving more, are they asked to serve double that amount this year. Mr. Lamkin said that they currently have contracts serving 26 residents and estimate they will serve more in the future.

Commissioner Bilsens asked if the agency is seeing an increase or decrease in amount of people they are serving. Mr. Lamkin said that they are seeing an increase, and the increase is in people that are different from whom they have seen previously, such as those with Associate and Bachelors degrees. Commission Bilsens asked how these homeless people contact the agency. Mr. Lamkin said that they receive many referrals from Community Information and Referral and the Chrysalis shelter. Commissioner Bilsens asked what percentages of the referrals are walk-ins and Mr. Lamkin said every client they see is a referral.

**Scottsdale Foundation for the Handicapped – Jeffrey Battle, President/CEO and Michael Wins, Program Director**, presented the agency's request for \$32,500 for the Community Based Employment Program. The program provides low-income adults with severe disabilities the opportunities and resources to secure and maintain remunerative employment in the mainstream work force. They engage in any of a continuum of community-integrated work experiences, including job readiness assessment and training, job development and placement, group and individual supported employment, on-the-job training and job coaching, and transportation assistance. The program will serve 25 Scottsdale residents, all of who are from low to moderate-income households.

Commissioner Bitenc asked if most of the agency's funding comes from DES. Mr. Battle said some, but not most of the budget. He added that they receive some RSA funding, but that funding amount hasn't changed in 20 years. Commissioner Bitenc asked if that was because some of the clients aren't eligible and Mr. Battle said, no, it's the fee structure.

Commissioner Bilsens asked if the agency has looked into expanding their partnership with Fry's. Mr. Battle said yes. He added that they recently lost their partnership with Robinson's May, due to the economy, and they have been working with their board for other opportunities, but they have not been able to get another enclave. He said that they have placed all of their clients, but still need to find another source and will probably go back to the grocery store. Commissioner Bilsens asked if the Scottsdale Airpark was a possibility. Mr. Battle said that they have tried that, but transportation is a big issue and the agency must place at least four clients for an enclave and the most the businesses at the airpark want are one.

Commissioner Bilsens asked what about the clients currently working at Fry's and what they go on to do. Mr. Winns said that clients can work at Fry's from 3 months to 4 years, the next step being individual employment opportunities, but that depends on their abilities.

Vice-chair Bachmann asked what percentage of clients in the program actually work in jobs. Mr. Winns said 96 to 98 percent.

**Sun Sounds of Arizona – David Noble, Development Director**, presented the agency's request for \$23,756.03 for their Crossroads of Independent Living program, which will utilize volunteers, mass media, and up-to-date marketing techniques to discover Scottsdale residents who are blind, visually impaired, or disabled in a manner that prevents reading print and provide them with free reading and information access via their choice of radio, telephone and internet. The program will serve 150 citizens in Scottsdale and Maricopa County, all of whom are low to moderate-income.

Commissioner Bitenc asked how the service works. Mr. Noble said that they are a broadcast service on a private frequency that utilizes volunteers from the community who read news, adds, comics, flyers, etc., at no cost to the individual receiving the services. Commissioner Bitenc asked if the broadcast had a schedule. Mr. Noble said yes, a regular schedule, which clients can pick and choose from. For example if they don't want to hear the front-page news, they can wait until later and only hear what they want. Commissioner Bitenc asked how many frequencies the station has. Mr. Noble said the frequency is a hidden sub carrier and it operates 24 hours per day. Mr. Noble added that 1 unit of service is 1 hour and they project they will serve 150 people with funds.

Commissioner Bilsens asked how many people the agency serves. Mr. Noble said that because the agency is a broadcast service, numbers are soft, but they have about 250 people that they mail to in Scottsdale. Commissioner Bilsens asked how many total the agency serves. Mr. Noble said that they have about 32,000 that can use their service. Commissioner Bilsens asked of the 250 currently served in Scottsdale are they served by other funds and would the requested funds serve an additional 150? Mr. Noble said, yes.

**Tempe Community Action Agency, Inc. (TCAA) – Diane Hughes, Interim Executive Director**, presented the agency's request for \$40,250 for the TCAA Scottsdale Senior Action Nutrition Program. This program serves elderly Scottsdale residents by providing nutritious congregate (group) meals, nutrition assessments and follow-up, socialization, fitness and recreation activities, health promotion activities, outreach, and social service home visits. Six program days are provided weekly: five days each week (Monday through Friday) at the Civic Center Senior Center, and one day each week (Wednesdays) at Vista del Camino. The program will serve between 200 and 400 Scottsdale residents, of which 98% are from low to moderate-income households.

Commissioner Bilsens asked if the agency has seen an increase in demand. Ms. Hughes stated that, overall, there hasn't been a large increase, although in Scottsdale, winter visitors attending the senior centers with their friends or alone, do add to the increase. In Tempe, the number has remained stable.

Commissioner Resnick asked if the agency works with volunteers. Ms. Hughes said yes, 700, for senior services and meals. She added that many of the seniors who come to eat also volunteer, because that is a social activity for them.

**Tempe Community Action Agency, Inc. (TCAA) – Diane Hughes, Interim Executive Director**, presented the agency's request for \$12,800 for the TCAA Senior Peer Counseling Program. This program provides Scottsdale's elderly and disabled residents with needed counseling and problem-solving support. The program helps senior citizens remain independent and enhances their quality of life. Senior Peer Counseling addresses the problems of depression, feelings of loss and other challenges associated with the aging process. Trained and supervised volunteers provide services. Approximately 80 Scottsdale residents will be served, all of who are from low and moderate-income households.

### **General Funds**

**Beatitudes Center D.O.A.R. – Elizabeth Brunstein, Executive Director**, presented the agency's request for \$20,000 for their Volunteer Interfaith Caregivers Program. With City of Scottsdale funds, volunteers and staff will provide 12,000 unit (hours) of service to 300 homebound or disabled people, throughout the entire City of Scottsdale, including shopping, respite, transportation, business help, visiting, phoning, home safety assessments, and home repairs. Currently, 92% of those served have incomes less than the "low income" threshold.

**Central Arizona Shelter Services, Inc., (CASS) – Mark Holleran, Chief Executive Officer**, presented the agency's request for \$147,000 for the Emergency Shelter and Supportive Services. Central Arizona Shelter Services is requesting funds for the provision of regional emergency shelter and supportive services including case management and employment services. Approximately 400-500 Scottsdale residents will be served and all are either homeless or low income.

**Chrysalis Shelter for Victims of Domestic Violence, Inc. – Patricia Klahr, Executive Director**, presented the agency's request for \$14,000 for the Scottsdale Crisis Shelter. The shelter houses single women and women with children who are victims of domestic violence. The agency will serve 300 Scottsdale citizens that are low or moderate income.

Presenter Patricia Klar was excused due to an emergency.

Vice-chair Bachmann asked if the agency could be scored without a presentation. Mr. Bethel said that the application suffices and as such, the analysis/scoring could be based on the application alone. However, the commission decided that staff would ask that another Chrysalis staff member do the presentation on Wednesday and if the commission has questions, they can ask them at that time. Staff contacted Chrysalis during the hearings and someone from Chrysalis will present and answer questions for this request on Wednesday.

**Community Legal Services – Lillian Johnson, Executive Director**, presented the agency's request for \$15,000 for the Removing Barriers to Justice for Low-Income Scottsdale Residents/Community OutReach and Education project (S.C.O.R.E). The program will provide civil legal services including legal assistance, brief advice and counsel, and direct representation in administrative hearings and in courts of law for low-income Scottsdale residents with civil legal problems affecting their basic survival rights. A total of 285 Scottsdale residents will be served, all of which are from low-income homes.

Commissioner Bilsens asked if there was an increase in women seeking legal council. Ms. Johnson said yes, an increase in housing and consumer finance counseling. Commissioner Bilsens asked what type of finance counseling. Ms. Johnson stated that they have been counseling women regarding the fraudulent of used cars; women are unable to read the contract and the dealers then sell a car that isn't usable.

Commissioner Reid asked what type of workshops does the agency offer throughout the year. Ms. Johnson stated that the most demanded workshop is on divorce, usually due to leaving a domestic violence situation. The landlord/tenant workshop is another that is gaining interest, because of problems with clients being illegally evicted from their homes – landlords are also attending, making the relationships with their tenants much better.

**Jewish Family and Children's Service – Julie K. Jennings, Director of Clinical Services**, presented the agency's request for \$22,000 for the Bilingual Masters Level Therapist. The requested funds would provide for the services of a bilingual-competent, state-certified, Masters level therapist, who would provide a family centered, solution focused, strength based approach for Scottsdale residents, could not otherwise afford these services. A total of 180 Scottsdale residents will be served, 90% having low to moderate incomes.

Vice-chair Bachmann asked if there was a particular area of counseling that stands out for the agency, or if they have noticed any trends. Ms. Jennings stated that the referrals that are coming from Vista, Paiute and Youth and Family Services are dealing with crisis relocation, divorce, change in income, job loss, etc. She added that trends don't change and a large population in Scottsdale would fall between in cracks without the agency's services because there are no federal funds to help them. She stated that the teen counseling is very important because they can't serve the teens without the help of the families, and the counseling gets the families involved.

Commissioner Resnick asked if all the agency's applicants were by referral. Ms. Jennings said yes. Commissioner Resnick asked where the agency was located. Ms. Jennings stated that the main office is located on 75<sup>th</sup> and Stetson in Scottsdale, but services are provided at Vista and Paiute as well as home based services if necessary.

**Jewish Family and Children's Service – Ellie Schwartzberg, Director of Geriatric Services**, presented the agency's request for \$22,000 for the Scottsdale Home Based Geriatric Program. JFCS provides an in-home assessment, case-management, counseling advocacy and referral to appropriate resources throughout Maricopa County for a mostly frail, elderly, multi-cultural and bilingual population. Approximately 85-100 individuals will be served, and 95% of these individuals are from low to moderate-income homes.

Chairwoman Fausel asked if the agency received many Latino referrals in the Scottsdale area. Ms. Schwartzberg stated that that statistic is something the agency is looking at in the coming year.

**Mesa Community Action Network, Inc. – Pat Gilbert, Executive Director**, presented the agency's request for \$50,000 for the East Valley Men's Center. The East Valley Men's Center is a regional, transitional facility and program for homeless men ready to recover their lives and commit to engaging in their own plan, utilizing the wide array of program services, to accomplish this goal. There will be 40 Scottsdale men served in Scottsdale and all have low to moderate incomes.

**PREHAB of Arizona, Inc. – Candace Johnson, Director of Adult Services**, presented the agency's request for \$25,000 for the La Mesita Family Shelter. La Mesita provides emergency shelter and food assistance along with comprehensive case management, support services and childcare to approximately 120 homeless families with minor-aged children from eastern Maricopa County. A total of 21 Scottsdale families will be served and all from low to moderate-income homes.

#### STAFF AND COMMISSION UPDATES

Mr. Bethel asked if the commission would please turn in their scoring sheets to him for tabulating. He added that on Wednesday, February 4 at the Scottsdale Cares hearings that the Chrysalis agency would be the first to present and he would make sure they had that scoring sheet for them.

Ms. James stated that the next meeting, which will be televised, would be on February 4 at Kiva City Hall at 1:00 PM, with a light lunch before in the Kiva conference room.

ADJOURNMENT

With no further business to be brought before the Commission, Chairwoman Fausel asked for a motion to adjourn. Commissioner Bitenc moved to adjourn the meeting. Commissioner Bilsens seconded and the motion carried unanimously. The meeting adjourned at 3:55 pm.

Respectfully submitted by Mary Beth Hollmann, Recording Secretary.

Meets established criteria.

Connie James  
Director, Human Services